

SOUTHERN INNKEEPERS ASSOCIATION

CONNECTING THE DOTS: WHERE HOSPITALITY + WELLNESS INTERSECT



HAWKINS INTERNATIONAL

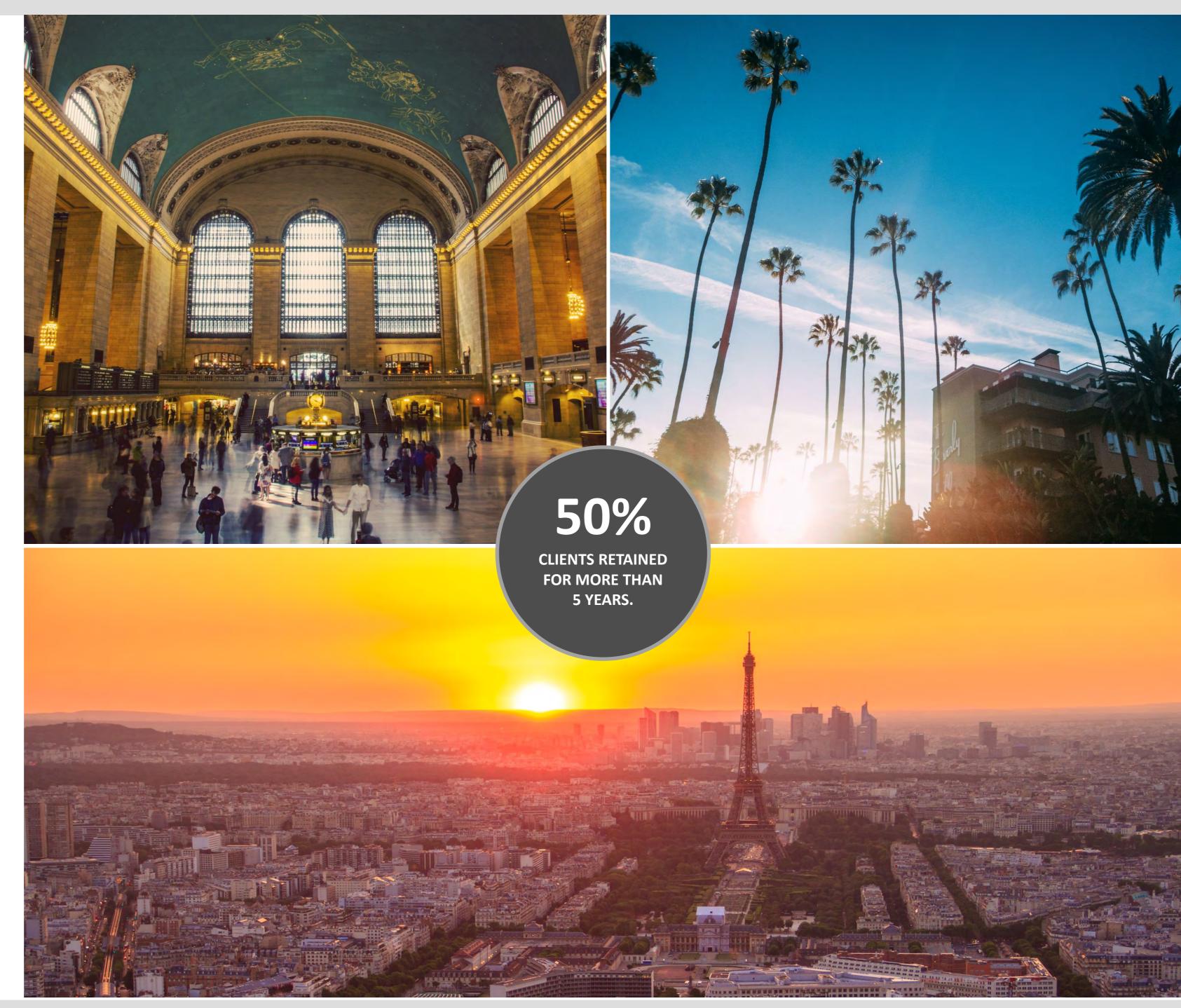
LEADERS IN LUXURY & LIFESTYLE

ABOUT US / HAWKINS INTERNATIONAL

Hawkins International, a bi-coastal, award-winning, full-service luxury, travel, and lifestyle public relations agency.

Much has changed since Jennifer Hawkins first opened shop back in 2002. Social networks, shifting demographics and a new generation of digitally connected travelers have altered the rules of engagement and transformed communications.

Hawkins International is constantly testing, mastering, and expanding our multi-channel offerings to keep our sophisticated clients ahead of the curve. We provide impactful, targeted, modern narratives that captivate consumers and ensure success.



AREAS OF EXPERTISE / HOSPITALITY

- Hospitality Brands.
- Resorts.
- Boutique & Independent Hotels.
- Destinations & Attractions.
- Alternative Lodging.
- Coworking Spaces.































AREAS OF EXPERTISE / TRAVEL & TOURISM

- Tourism Bureaus
- Adventure / Tour Operators
- Airlines
- Cruise Lines
- Real Estate



Enriching Lives Through Distinctive Journeys

















AREAS OF EXPERTISE / WELLNESS & LIFESTYLE

- Spas & Wellness Facilities.
- Wellness Retreats.
- Beauty Services & Brands.
- Lifestyle Brands.











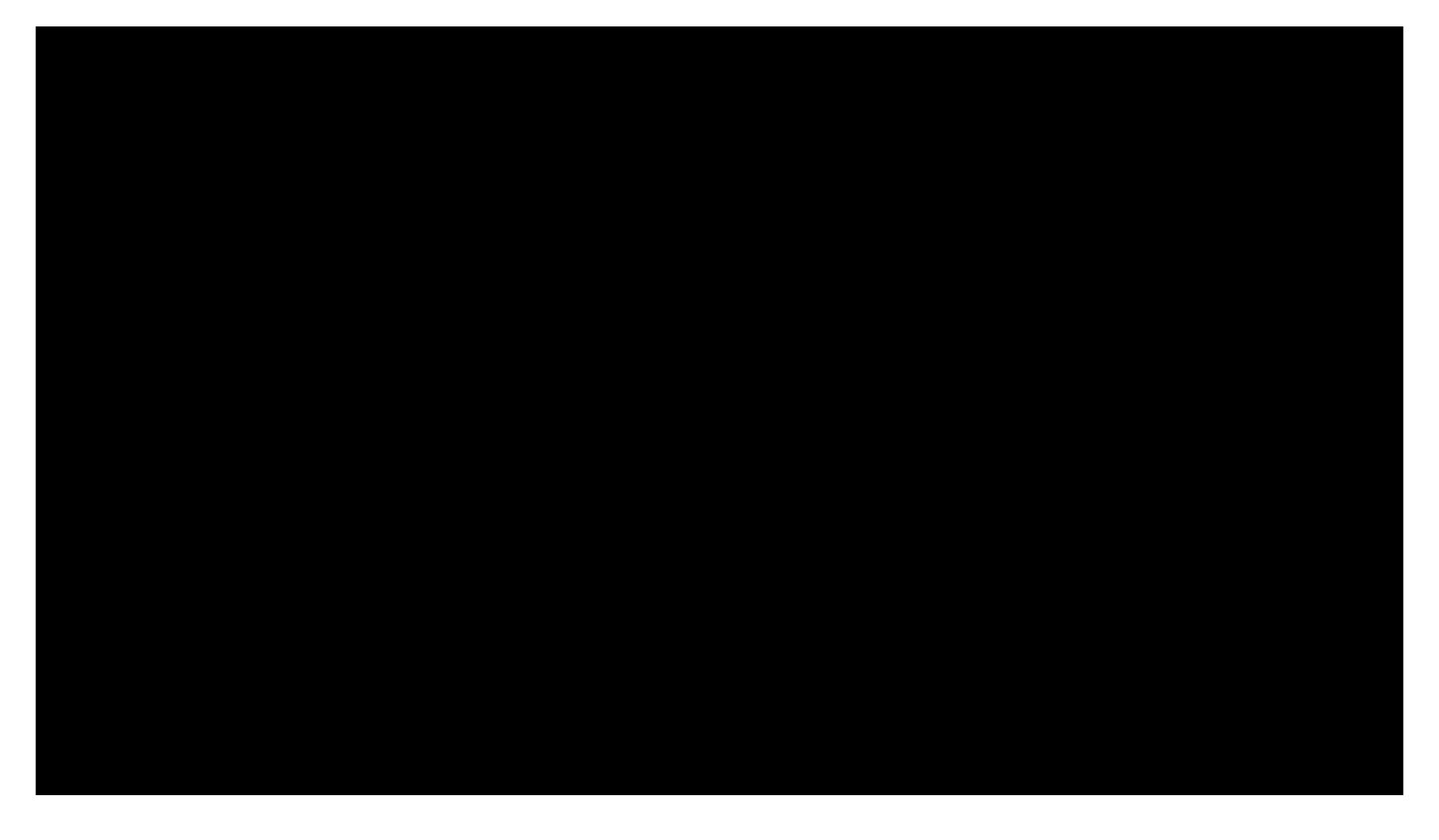








ABOUT US / HAWKINS INTERNATIONAL CLIENT SHOWCASE



https://www.hawkpr.com/files/Hawkins International It%27s All in The Details Client Showcase.mp4

ABOUT US / WELL in Tell

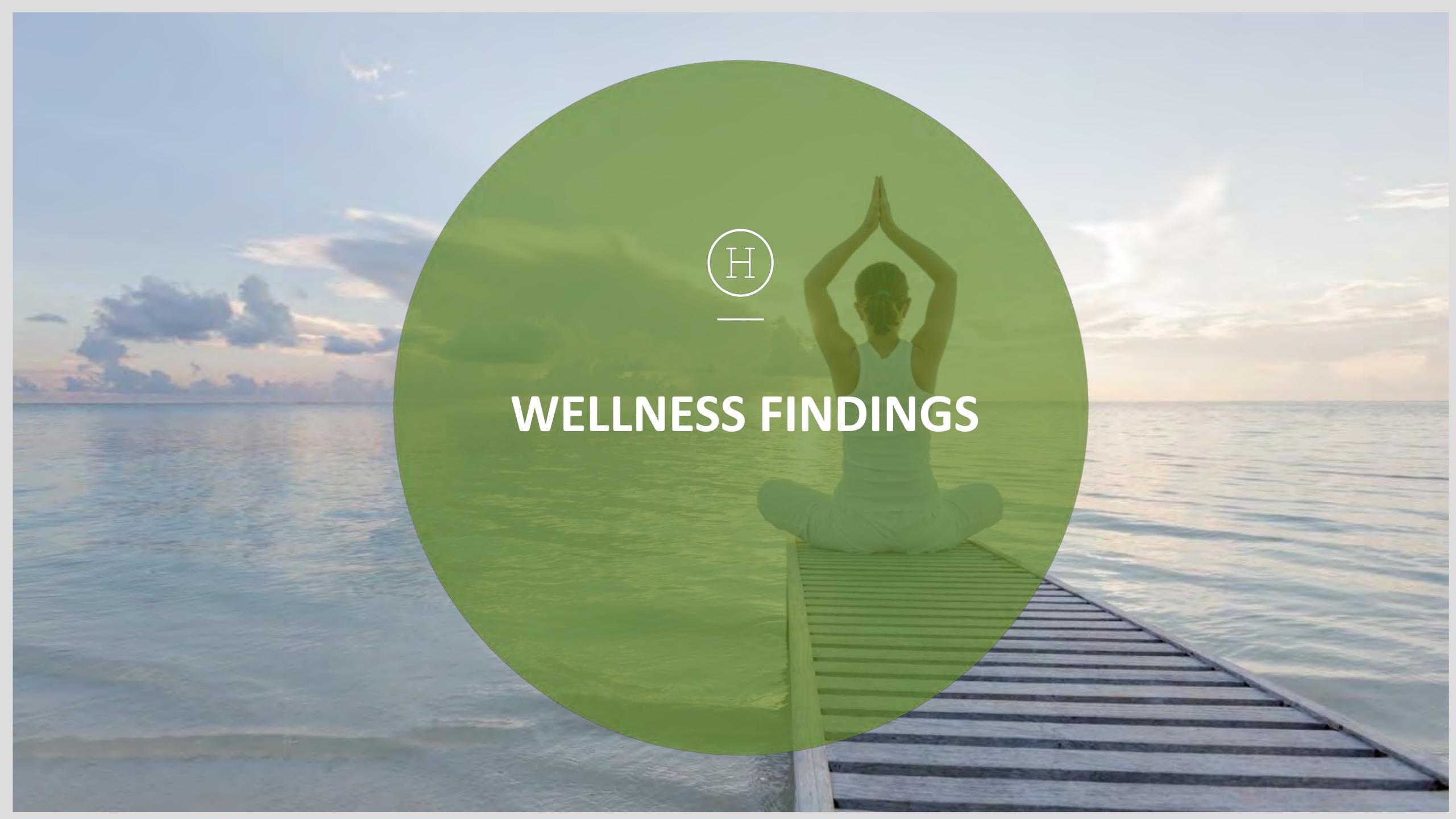
Well inTell

CONVERSATIONS ABOUT THE FUTURE OF WELLNESS IN HOSPITALITY









WELLNESS FINDINGS/WHERE DO
HOSPITALITY &
WELLNESS
INTERSECT?

"Wellness tourism burst into the consumer consciousness just a very few years ago, and it's hard to grasp the speed of its growth and evolution," noted Katherine Johnston and Ophelia Yeung, GWI Sr. Researchers. "Wellness, hospitality and travel are now converging in unprecedented ways, from the 'healthy hotel' concept going utterly mainstream to airports, airlines, and cruises injecting so much wellness programming, to the profusion of ever-more-creative wellness destinations, retreats and tours. The wellness concept is TRANSFORMING ALMOST EVERY ASPECT OF THE TRAVEL INDUSTRY—and wellness tourism will only grow faster in years ahead, as it lies at the powerful intersection of two massive, booming industries: the \$2.6 trillion tourism industry and the \$4.2 trillion wellness market." - Global Wellness Institute

WELLNESS FINDINGS / THE EVER-EXPANDING, CONVERGING WORLD OF WELLNESS



WELLNESS FINDINGS/ ECONOMIC CONTEXT.

- From 2015-2017, the wellness economy grew 6.4% annually, nearly twice as fast as global economic growth (3.6%)
- Wellness expenditures (\$4.2 trillion)
 are now more than half as large as
 total global health expenditures
 (\$7.3 trillion)
- The wellness industry now represents 5.3% of global economic output.



WELLNESS FINDINGS/WHERE DO WELLNESS & HOSPITALITY INTERSECT

GWI estimates wellness tourism is a \$639 billion global market in 2017, growing more than twice as fast as general tourism.

Travelers made 830M wellness trips in 2017, 139M more than in 2015.

THE WELLNESS ECONOMY IS RAPIDLY GROWING, WITH WELLNESS TOURISM 2X GDP

GLOBAL WELLNESS ECONOMY: \$4.2 trillion in 2017



Note: Numbers do not add due to overlap in segments. Dark colored bubbles are the sectors for which GWI conducts in-depth, country-level primary research. Light colored bubbles are sectors for which GWI aggregates global estimates only, drawing from secondary sources.

Source: Global Wellness Institute, Global Wellness Economy Monitor, October 2018





WELLNESS FINDINGS/ GLOBAL WELLNESS TOURISM ECONOMY REPORT.

- Global Wellness Tourism Economy study brought attention to wellness tourism worldwide in 2013
- November 2018 first time including spending premiums for wellness travelers for dozens of countries and the national tourism boards worldwide that are actively promoting wellness tourism



WELLNESS FINDINGS/ DOMESTIC VS. INTERNATIONAL WELLNESS TRAVEL

Domestic wellness travel dwarfs international wellness travel, but international wellness trips have been growing faster.

- Globally, domestic travel accounts for 82% of total wellness tourism trips and 65% of expenditures.
- International wellness trips represent a proportionally larger share of expenditures (higher avg spending).
- International wellness tourism trips have also been growing at a faster pace (12% annually) than domestic wellness tourism trips (9% annually) from 2015-2017





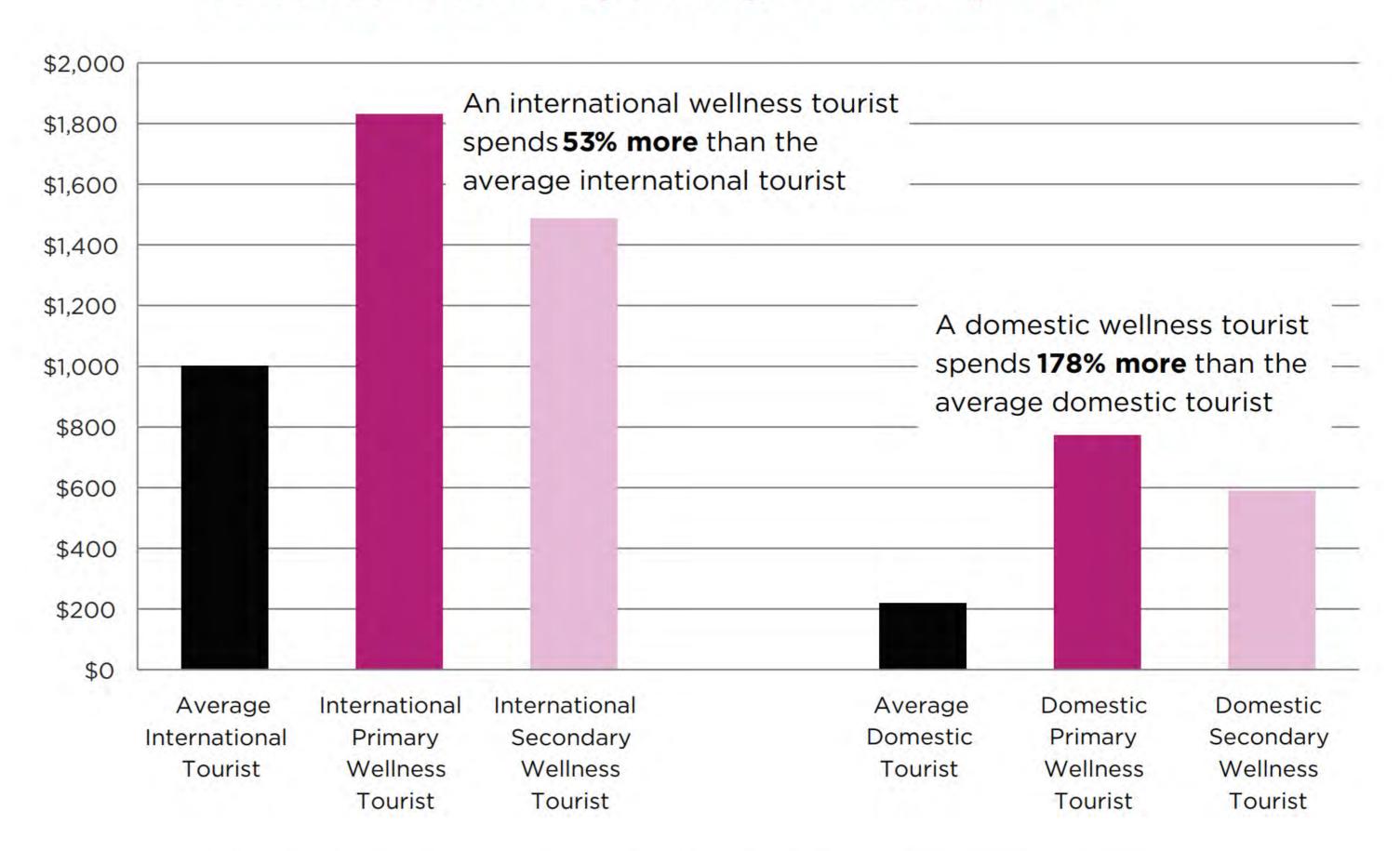


WELLNESS FINDINGS/ WELLNESS TOURISM IS HIGH-YIELD TOURISM.

Wellness tourism is high-yield tourism.

- Wellness travelers spend more per trip than the average tourist, and this holds true for both domestic and international travelers.
- In 2017, international wellness tourists on average spent \$1,528 per trip, 53% more than the typical international tourist.
- The premium for domestic wellness tourists is even higher. At \$609 per trip, they spend 178% more than the typical domestic tourist.

Wellness Tourism Spending Premiums, 2017



Source: Estimates by the Global Wellness Institute, based upon tourism industry data from Euromonitor International

WELLNESS FINDINGS/ WELLNESS TRAVEL OPPORTUNITIES.

Wellness tourism will continue its growth momentum as more consumers adopt wellness as a key decision driver.

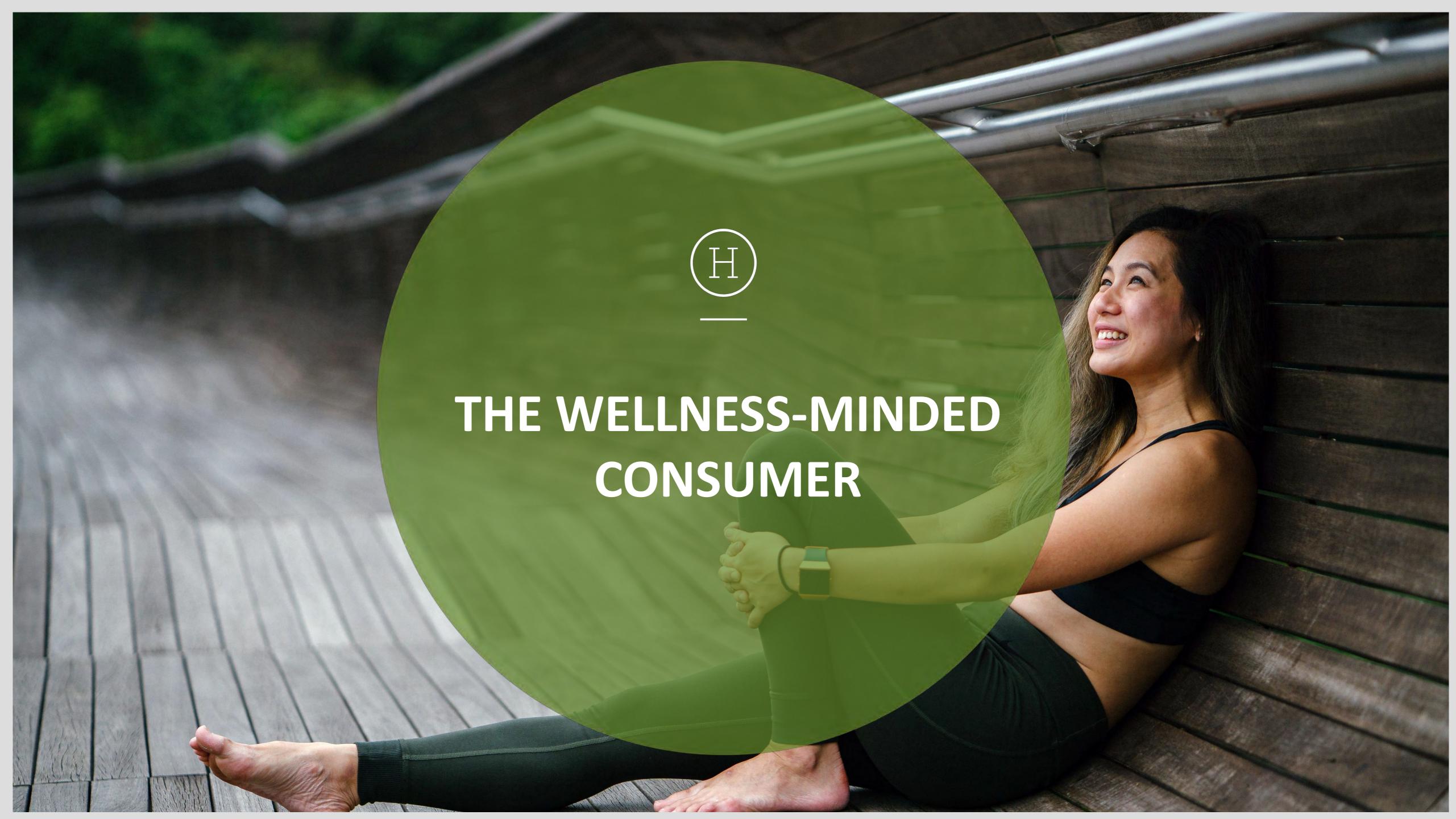
By 2022, GWI projects wellness tourism will:

- Grow at an average annual rate of 7.5%, considerably faster than the 6.4% annual growth forecasted for overall global tourism.
- Reach over \$919 billion, representing 18% of the global tourism market.
- Wellness tourism trips are projected to grow by 8.1% annually to 1.2 billion trips.

Wellness Tourism Growth Projections, 2017-2022

	Projected Expenditures (US\$ billions)		Projected Average Annual Growth Rate
	2017	2022	2017-2022
North America	\$241.7	\$311.3	5.2%
Europe	\$210.8	\$275.0	5.5%
Asia-Pacific	\$136.7	\$251.6	13.0%
Latin America-Caribbean	\$34.8	\$54.7	9.5%
Middle East-North Africa	\$10.7	\$18.7	11.8%
Africa	\$4.8	\$8.1	11.1%
Total Wellness Tourism Industry	\$639.4	\$919.4	7.5%

Source: Global Wellness Institute estimates, based upon tourism industry data from Euromonitor International, economic data from the IMF, and GWI's data and projection model



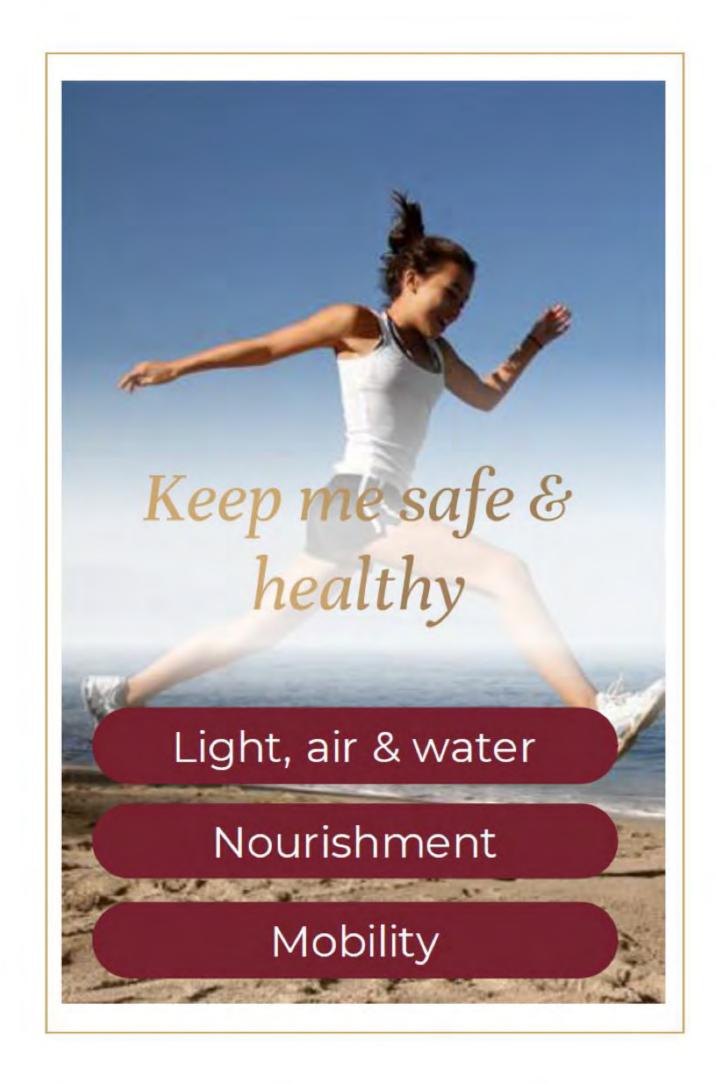
WELLNESS-MINDED CONSUMER / WHATS DRIVING GROWTH

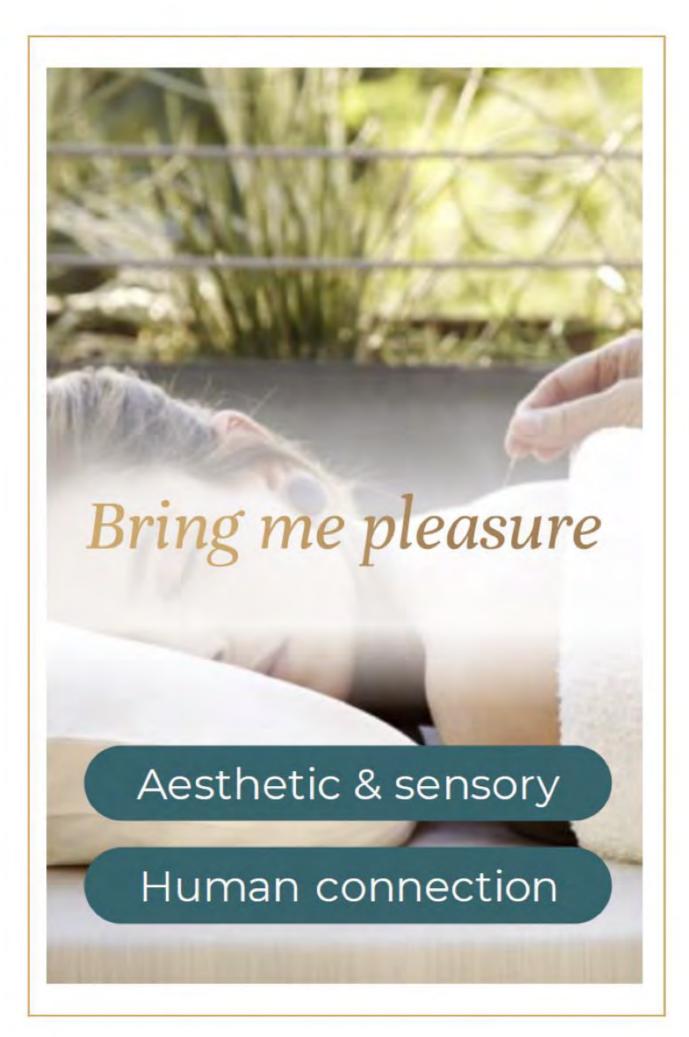
"Once upon a time, our contact with wellness was occasional: we went to the gym or got a massage. But this is changing fast: a wellness mindset is starting to permeate the global consumer consciousness, affecting people's daily decision-making – whether food purchases, a focus on mental wellness and reducing stress, incorporating movement into daily life, environmental consciousness, or their yearning for connection and happiness. Wellness, for more people, is evolving from rarely to daily, from episodic to essential, from a luxury to a dominant lifestyle value. And that profound shift is driving powerful growth."

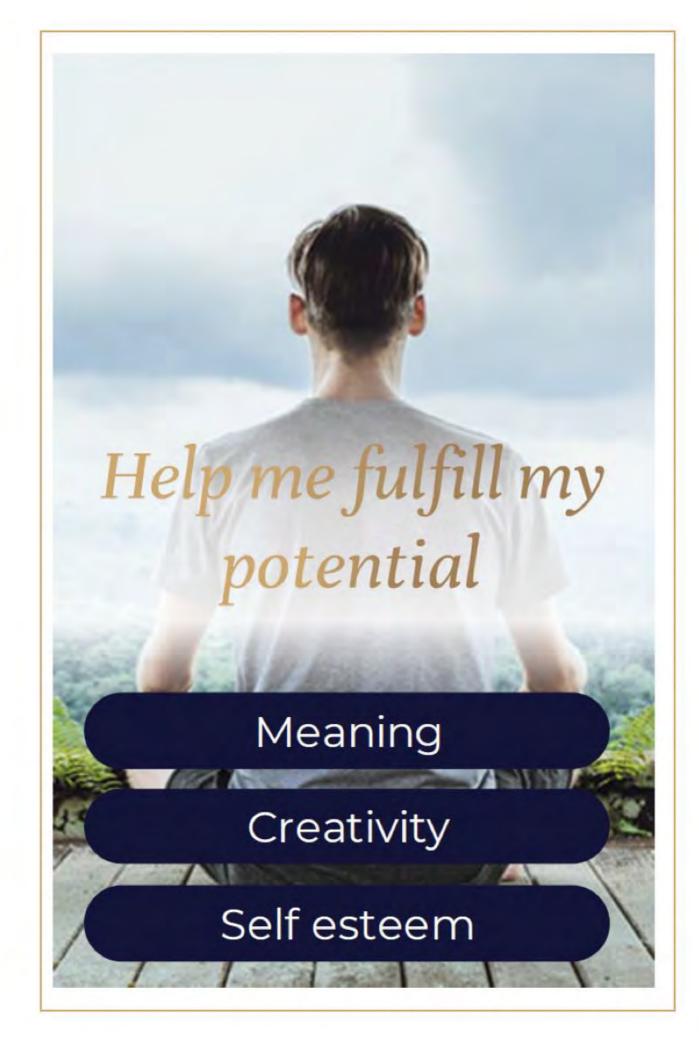
- Katherine Johnston, senior research fellow, GWI.



WELLNESS-MINDED CONSUMER / WELLNESS ADDRESSES FUNDAMENTAL HUMAN NEEDS.

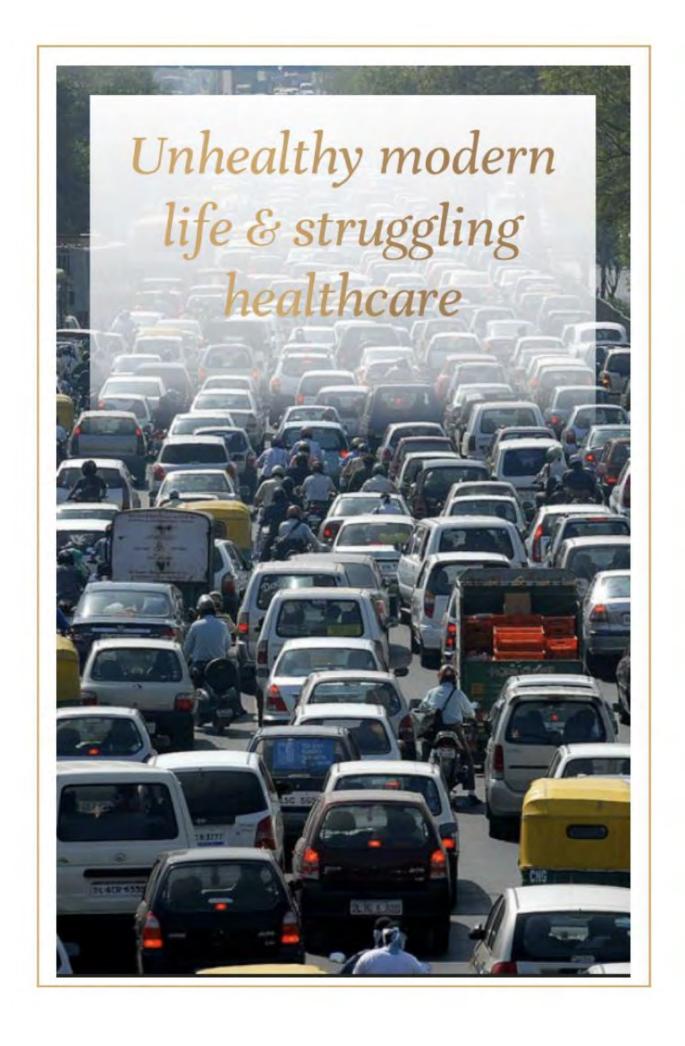


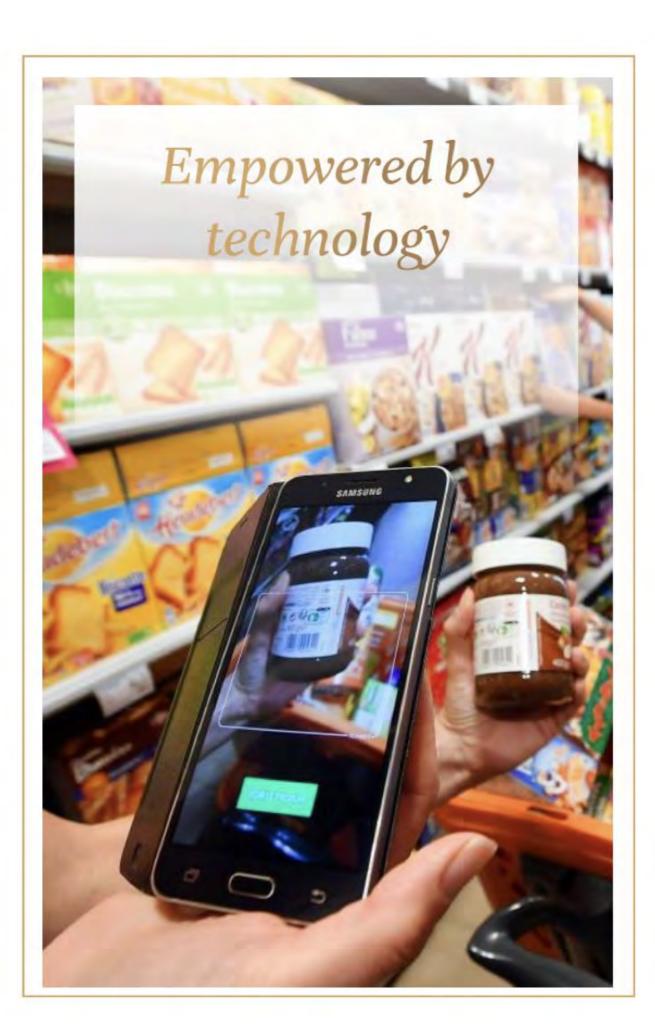




WELLNESS-MINDED CONSUMER / SOME OF MANY DRIVERS FUELING GROWTH OF WELLNESS.

Today these needs are stronger than ever.







WELLNESS-MINDED CONSUMER / WHO IS THE WELLNESS TRAVELER?

The wellness tourism market includes two types of travelers:

- primary wellness travelers, motivated by wellness to take a trip or choose their destination based on its wellness offerings (e.g., someone visiting a wellness resort or participating in a yoga retreat)
- reactivities during any kind of travel (e.g., someone who visits a gym, gets a massage, or prioritizes healthy food when they take a trip).
- Secondary wellness travelers account for the bulk of wellness tourism trips and growth: 89% of trips and 86% of expenditures.







The results of Wellness Tourism Association Survey:

- Over 92% female
- Majority between 35 55





The customer:

A good way to find what type of customer you are seeking is to do a Pinterest or Google image search of your offerings. This is an example of beach yoga - what does it tell you?





The customer:

A meditation class in New York might reveal a less typical group of people.





A suggestion to think about:

- Know what type of customer you want
- Classify by priority your primary and your secondary target group
- Develop your promotional material to these two categories
- Find tour operators, websites, lifestyle magazines and any other public media that your target market relates to.



WELLNESS-MINDED CONSUMER / UNDERSTAND YOUR TARGETS.

Baby Boomers: born 1946 to 1964

- Make a difference
- Consensus/team
- Experiment/try new things
- "Imagine if..."
- Save time
- Features and benefits



WELLNESS-MINDED CONSUMER / UNDERSTAND YOUR TARGETS.

Generation X: born 1965 to 1980

- It's your time ...
- You will benefit by ...
- Best, finest, world-class
- This is in your best interest

Be real, authentic, results!



WELLNESS-MINDED CONSUMER / UNDERSTAND YOUR TARGET

Generation Y: born 1982 to 2002

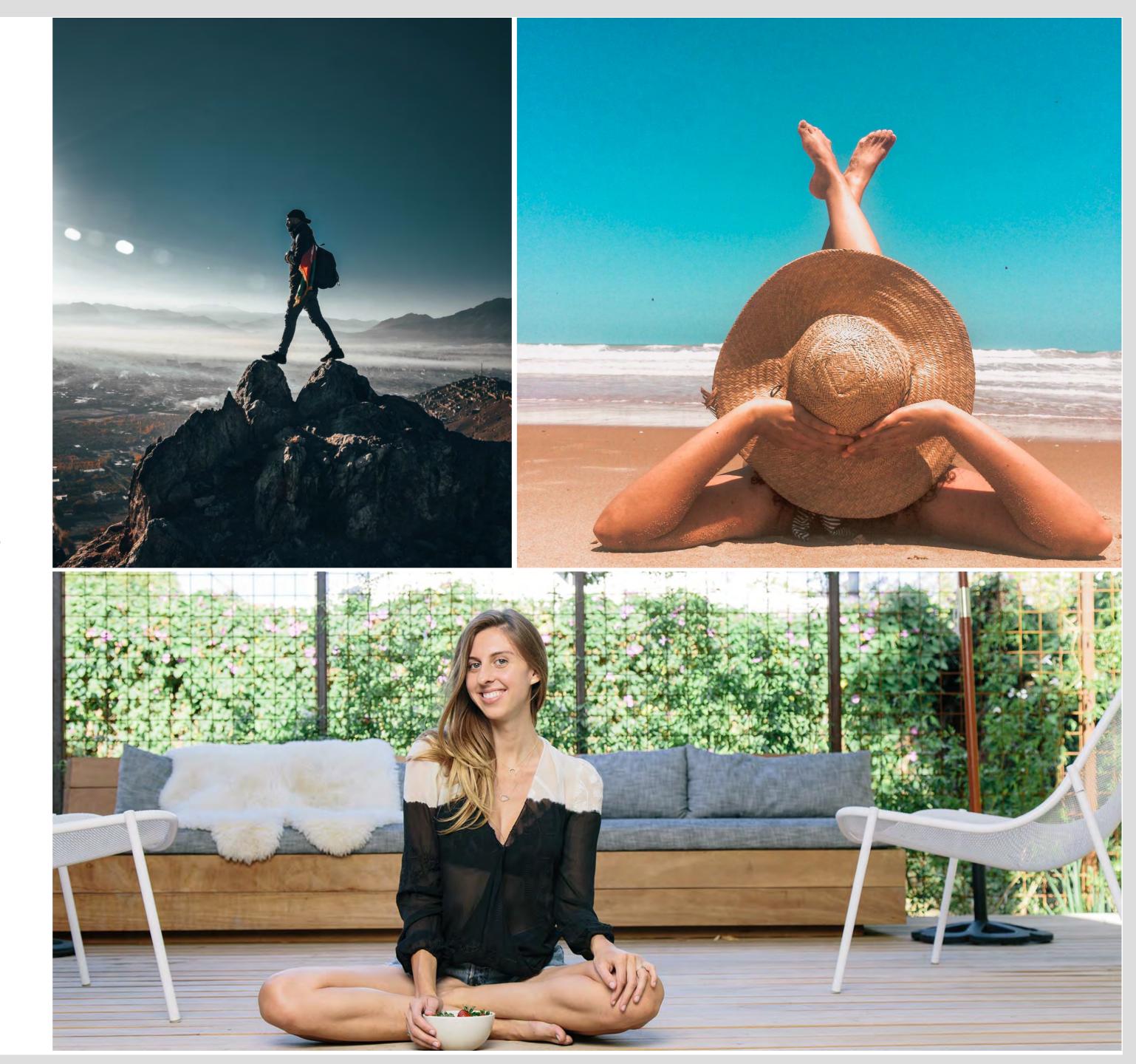
- Global citizen and connectedness
- Diversity and creativity
- Meaningful
- Entertaining and fun

Treat as a human being not as a customer



Examples of potential customers:

- Traditionalist mature, comfortable with the current vacation type, time with family - sell them your values
- **Goal oriented** a younger group, focused, research, successful sell them your credibility and success
- Adventurists Educated, research, risk taking, looking for unique genuine experiences - sell them your excitement, ability to contribute to local culture/community
- **Experts** more mature, understand wellness, want to find ways to improve their quality of life sell stability, expertise of the team and the knowledge base of your programs.



WELLNESS-MINDED CONSUMER / IT'S NOT ALWAYS WHO YOU THINK.



https://www.doyouyoga.com/im-richard-widmark-and-this-is-how-i-yoga-58847/



Sometimes we do not always understand our customers motives



WELLNESS TRENDS / OPTIMIZING SLEEP – A GROWING MARKET OF PRODUCTS & SERIVCES

- Optimizing Sleep Environment
 Lighting, scent, "Golden Age of Mattresses,"
 sleepwear, sound
- Priming body for sleep
 Sleep Drinks & remedies
- Monitoring, tracking sleep
 Devices & apps
- New Sleep Services
 Nap bars, sleep retreats ... Even Concerts









WELLNESS TRAVEL TRENDS / YOU ARE WHAT YOU EAT.

The rise of Nutrition as a lifestyle.

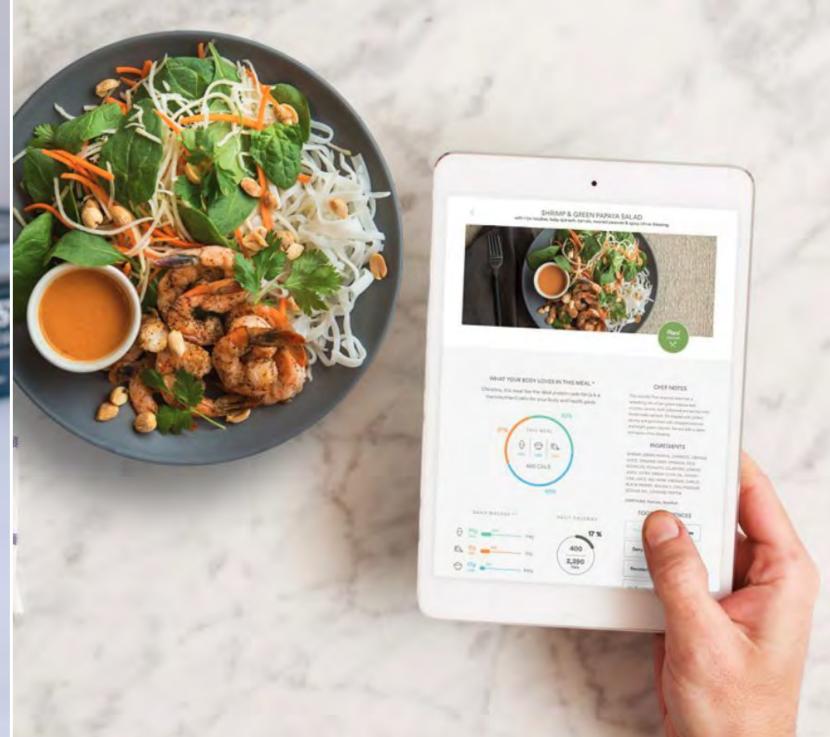
- Healthy Convenience
 "deskfast," healthy snacks, healthy meal kits,
 healthy frozen foods.
- Plant-based diets
 Animal-free eating for vegans, vegetarians, and flexitarians
- Gut Health Probiotics
- Data-driven, personalized nutrition
 Metabolism tracking, DNA-based
 nutrition/Nutrigenomics





Carillon Miami







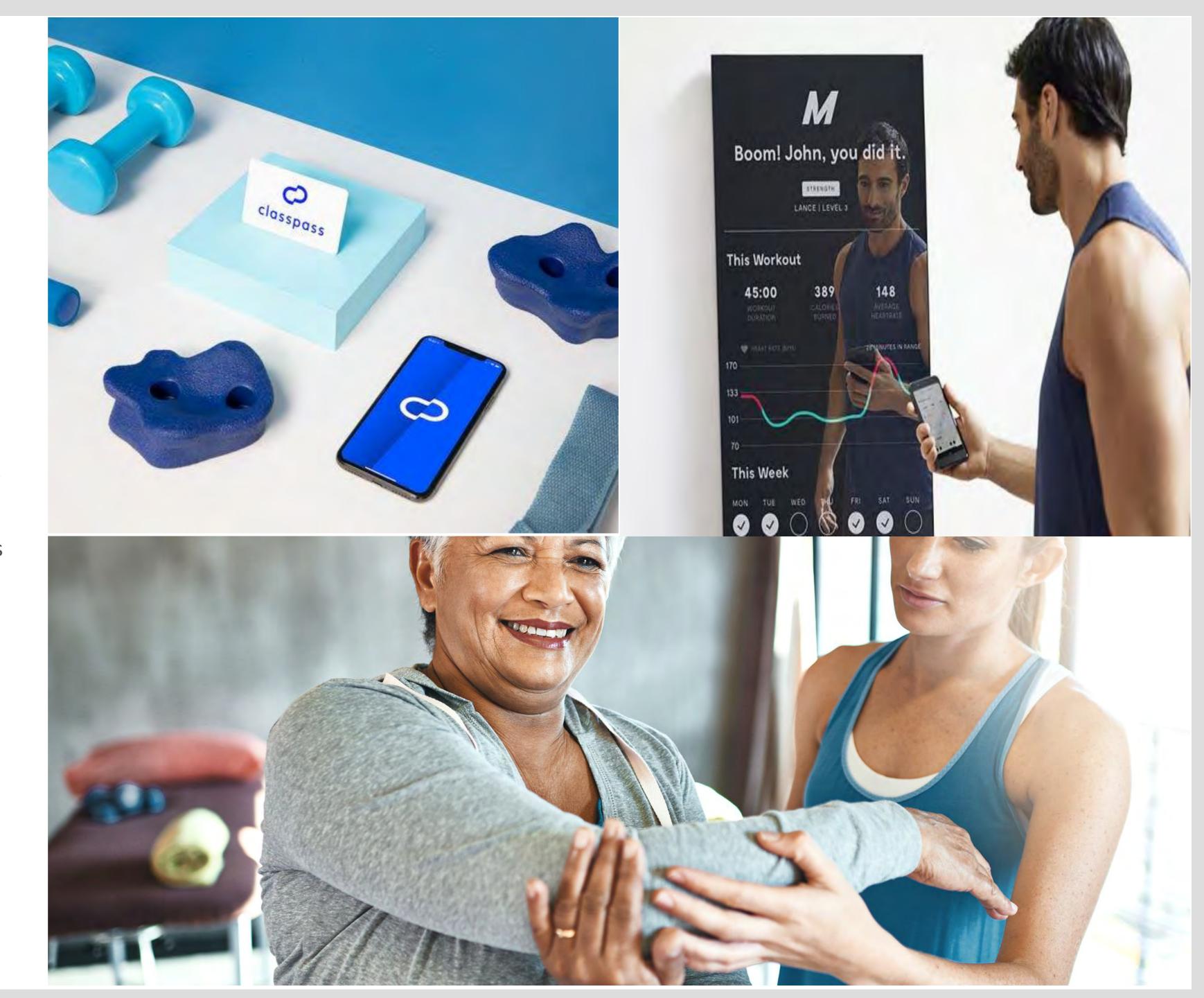
WELLNESS TRAVEL TRENDS / EVERYDAY ATHLETES.

The rise of a professionalized approach to fitness.

- Sports anytime anywhere
 Flexible fitness classes, 24hour gyms & home
 streaming
- Fitness-optimized fashion, food & beauty
 Athleisure, workout make-up, performance foods
- Fitness for community
 Boutique gyms & health clubs, community events
- More inclusive fitness
 Senior fitness, women's fitness, slow fitness







WELLNESS TRAVEL TRENDS / BEAUTY BLITZ.

A whole new world of beauty brands shaking up the industry

- All-natural & clean beauty
 Vegan, food-grade, synthetic-free
- Inclusive & diverse
 Celebrating imperfection, greater representation, genderless cosmetics, transparent pricing models
- High-tech & personal
 Customized & data-driven skin care
- Beauty distribution disrupted
 Beauty in fitness centers, direct-to-consumer
 beauty, on-demand beauty services









WELLNESS TRAVEL TRENDS / MASTERING THE MIND.

Taking our mental wellbeing into our own hands.

- Workplace mental health
 Workplace meditation programs.
- Meditation on transport
 Uber, rail, air travel, calming car tech
- From stress to mood management
 ASMR, mood enhancing scent
- Destigmatization
 Celebrities open up, brands address vulnerability



WELLNESS TRAVEL TRENDS / THE ALIGNMENT OF CONSCIOUS AND EXPERIENTIAL TRAVEL.

A Platform for Change

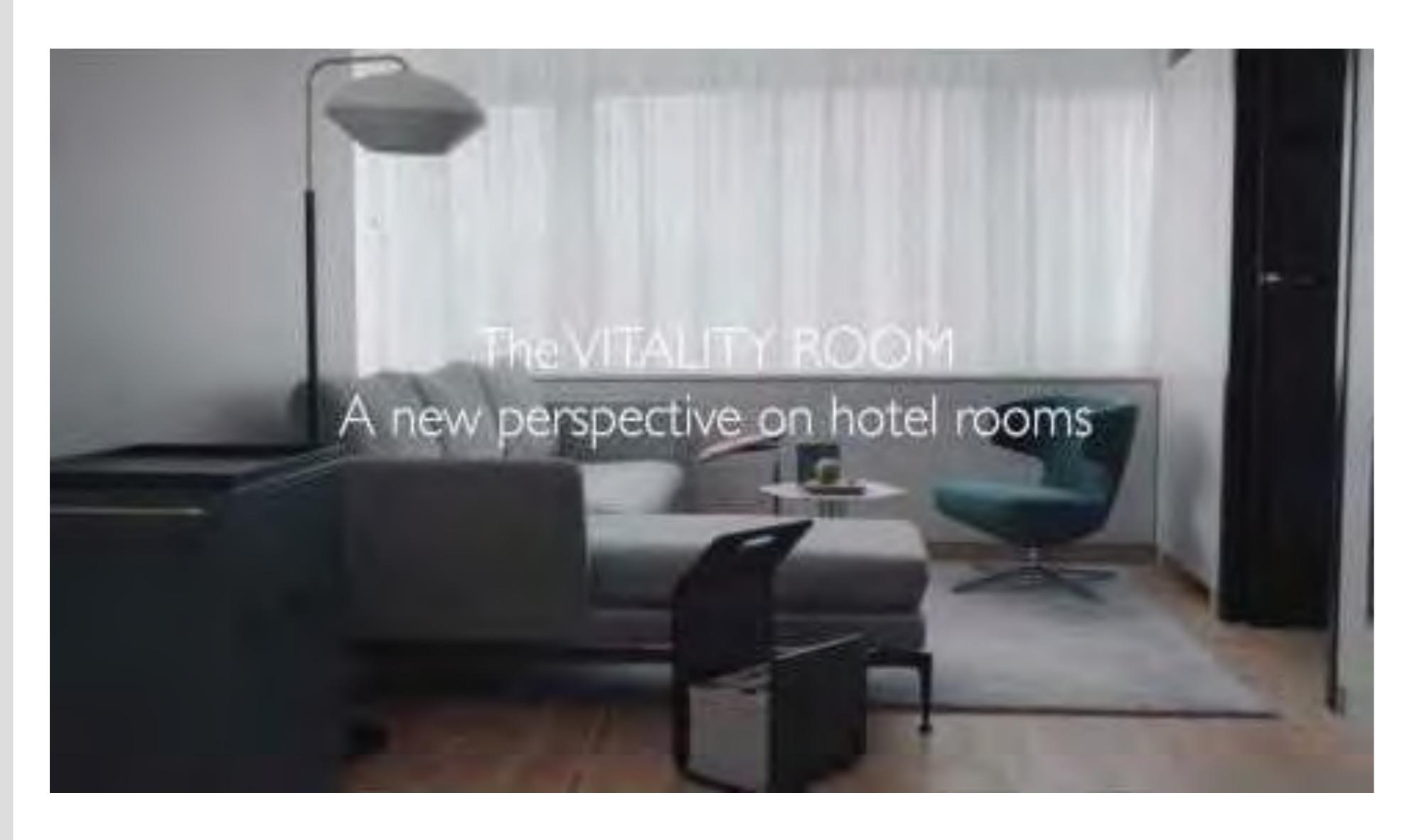
Leading hospitality forward

1 Vision. The future of the world and the future of hospitality are one in the same. 1 Hotels aspires to be a platform to spark conversations, between innovators and guests, that transform the industry in our lives.

- Purposeful, conscious brands and hotels companies
- Community impacts vs. global causes and associations
- Consumer demand, aligned associates



WELLNESS TRAVEL TRENDS / WELLNESS, LUXURY & DESIGN COLLIDE.



WELLNESS TRAVEL TRENDS / WELLNESS, LUXURY & DESIGN COLLIDE.

- Luxury wellness positioning around life not an 'add on'
- Battle of unique experiences vs. loyalty programs

Toronto Waterfront Opportunity

Set new

for perf

and dat

Meet IBM

Equinox Fitness Clubs Expand to Hotels

Equinox Holdings Inc., which helped usher in an era of upscale gyms

and premium membership prices, is hoping to make a similar formula

The New York company that runs Equinox fitness clubs is launching a hospitality brand intended for health-conscious travelers willing to

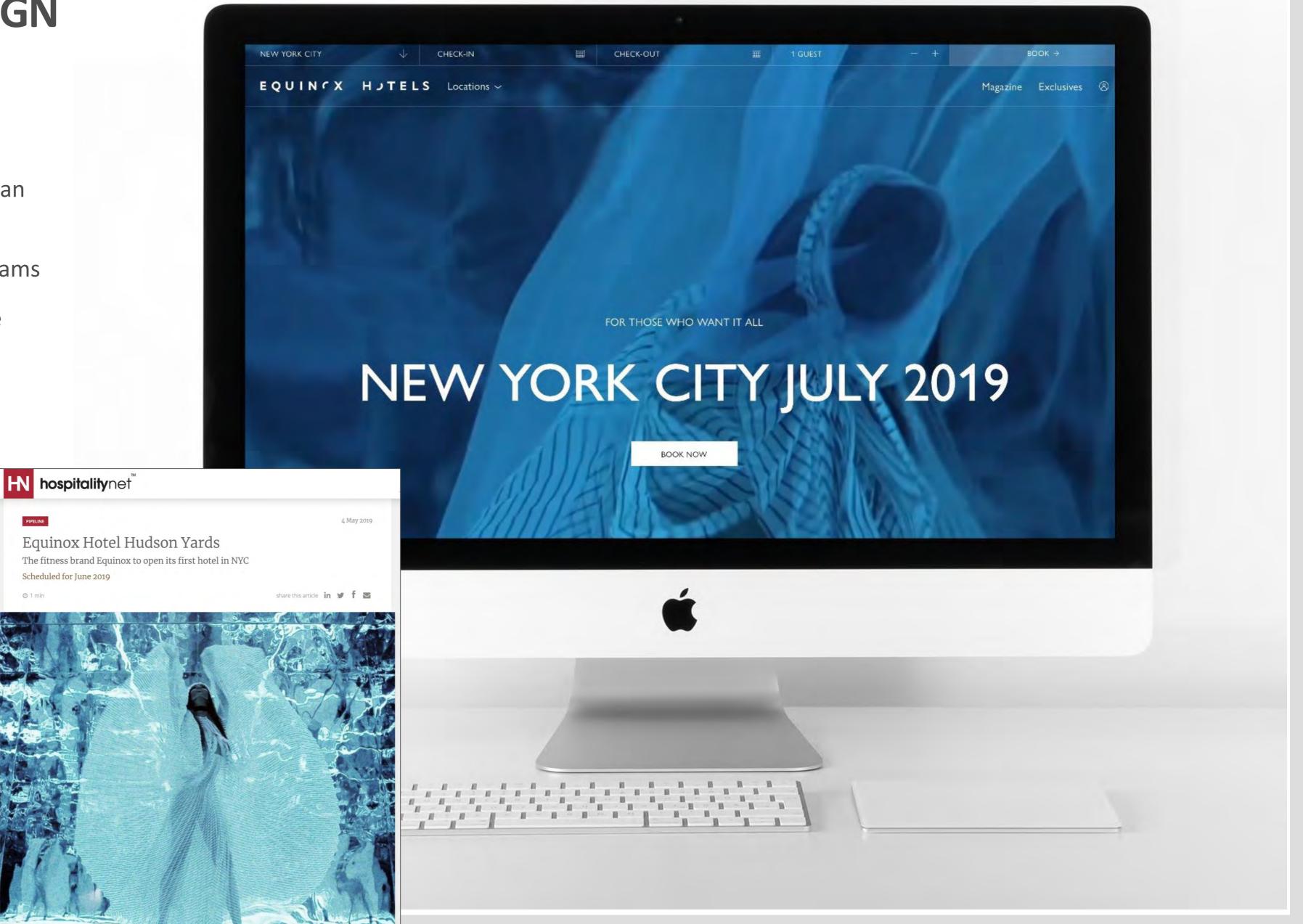
pay for high-end fitness facilities and amenities while on the road.

By Craig Karmin April 21, 2015 10:51 a.m. ET

work in the luxury hotel market.

Health-conscious travelers create demand for new exercise-focused facilities

- Big brands: 'marketing fluff' versus substance
- Soft brands



WELLNESS TRAVEL TRENDS / WORK, WELL, CHILL – THE EVOLUTION OF BLEISURE.

- Short wellness getaways coupled with business trips
- Primary/secondary wellness lines will be blurred –
 'point and go' off a work trip
- Business needs dictate destinations and timing
- City/convention destinations



WELLNESS TRAVEL TRENDS / WELLNESS WILL TAKE A BIGGER ROLES AS A DIFFERENTIATOR TO WIN GROUPS.

- Optimizing productivity of groups message
- F&B focused marketing (but recognize the burger and nachos are far from dead)
- Fun and escapism balanced with personal health



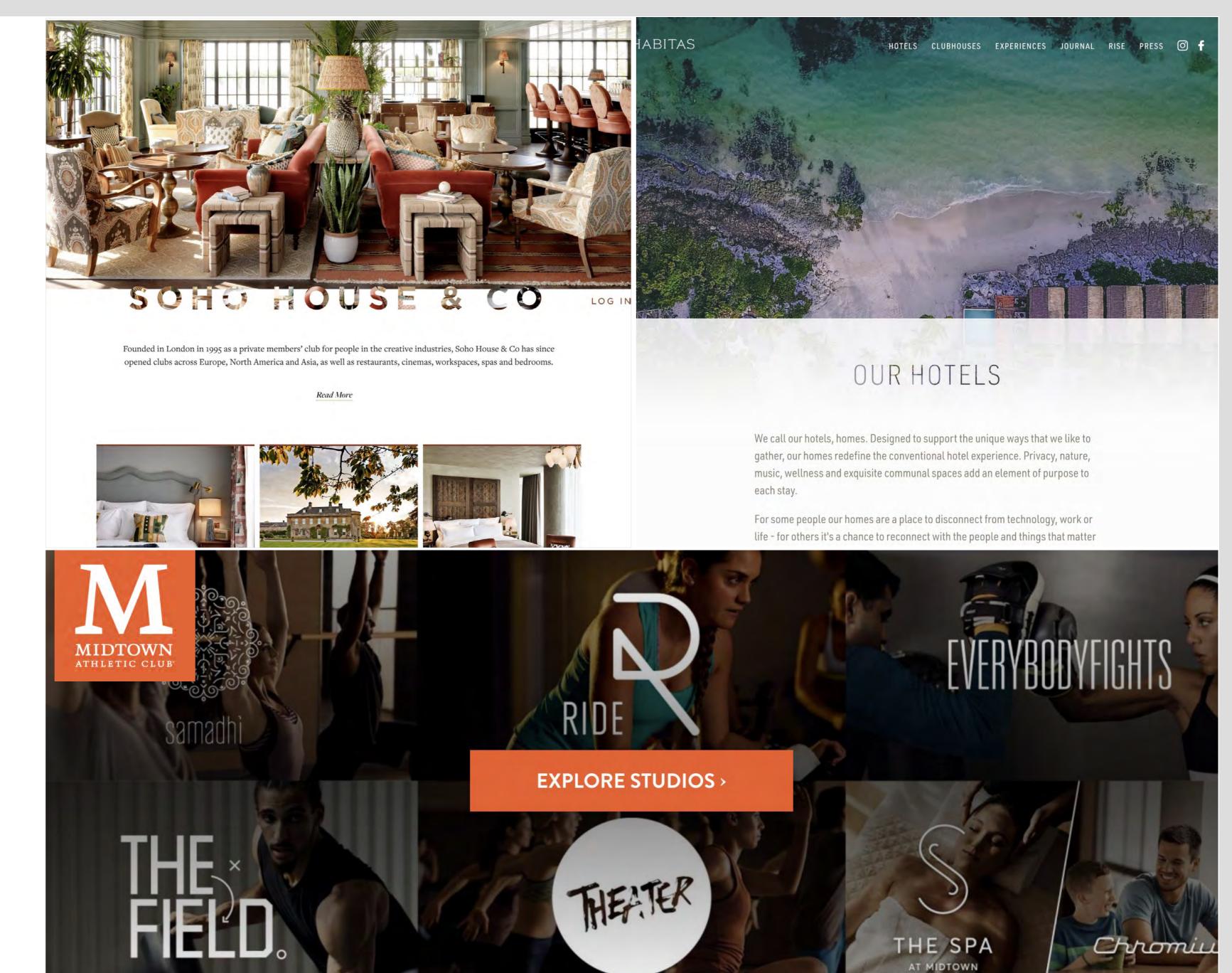






WELLNESS TRAVEL TRENDS / MEMBERSHIP CLUBS AND COMMUNITIES WILL INFLUENCE TRANSIENT WELLNESS TRAVELERS.

- Enhanced workplace wellness expectation bleeds into travel expectations
- Trust of existing networks and influencers is starting point for travel planning



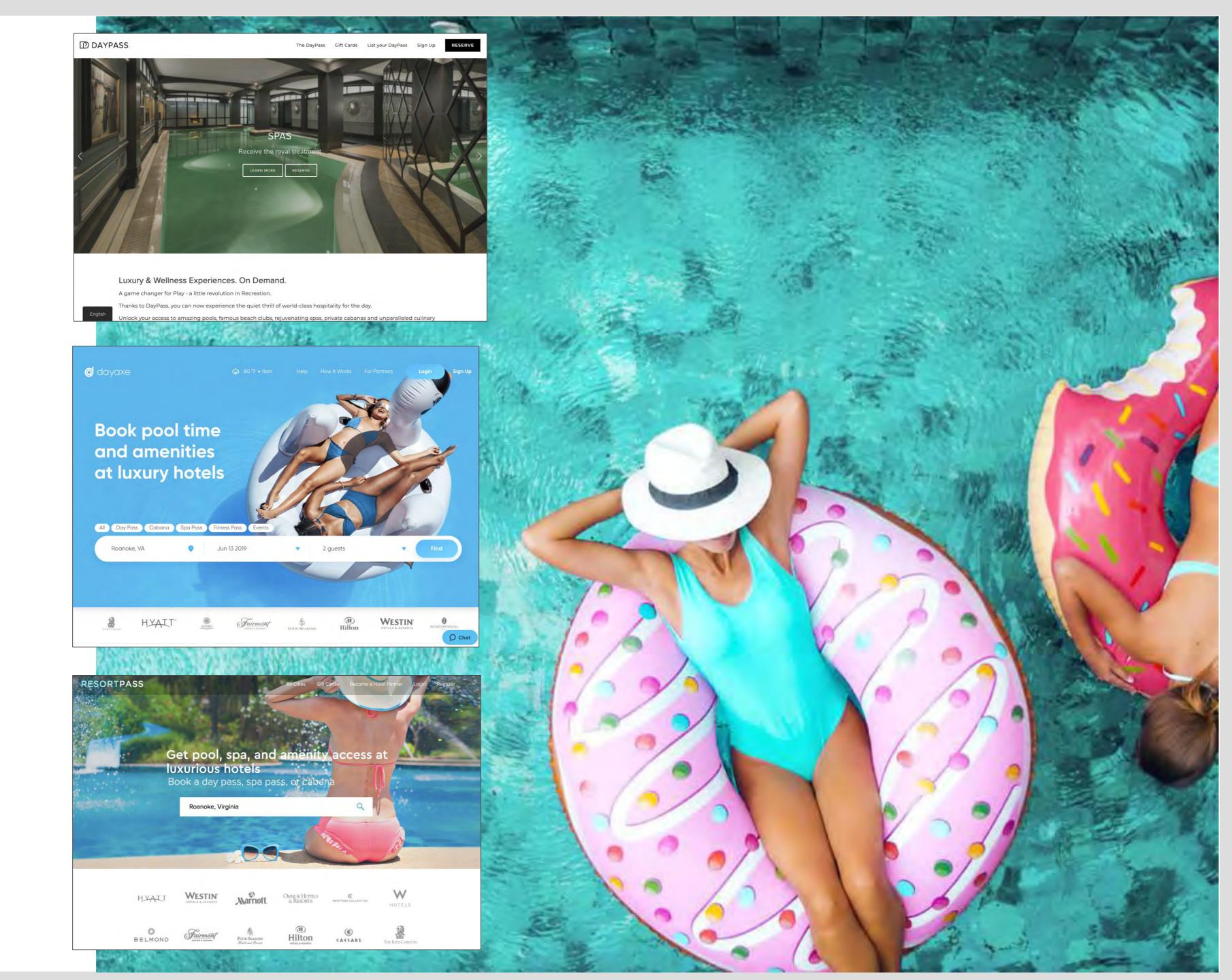
WELLNESS TRAVEL TRENDS / NEW-LUXURY WILL GET A DEFINITION; DISCONNECTION, NATURE WILL BE HIGHLIGHTED.

- Luxury eco camping/glamping
- Airstreams & RVs
- Tiny Homes
- Certified home sharing
- Eco-resorts



WELLNESS TRAVEL TRENDS / MORE MONETIZATION OF WELLNESS USING EXISTING HOTEL INFRASTRUCTURE.

- Wellness experiences everyday and part of destination trips
- Improved transparency, direct insight for guests.



WELLNESS TRAVEL TRENDS / WELLNESS ADD-ONS WILL BE USED AS A VIP OFFER AND TOOL TO DRIVE RATE.

- Wellness platforms and 'in the box' services
- Partnerships/ trial of product
- The next frontier beyond the guest room







WELLNESS TRAVEL TRENDS / IMMERSIVE BRAND AND PRODUCT EXPERIENCES; INDEPENDENTS WILL LEAD GROWTH.

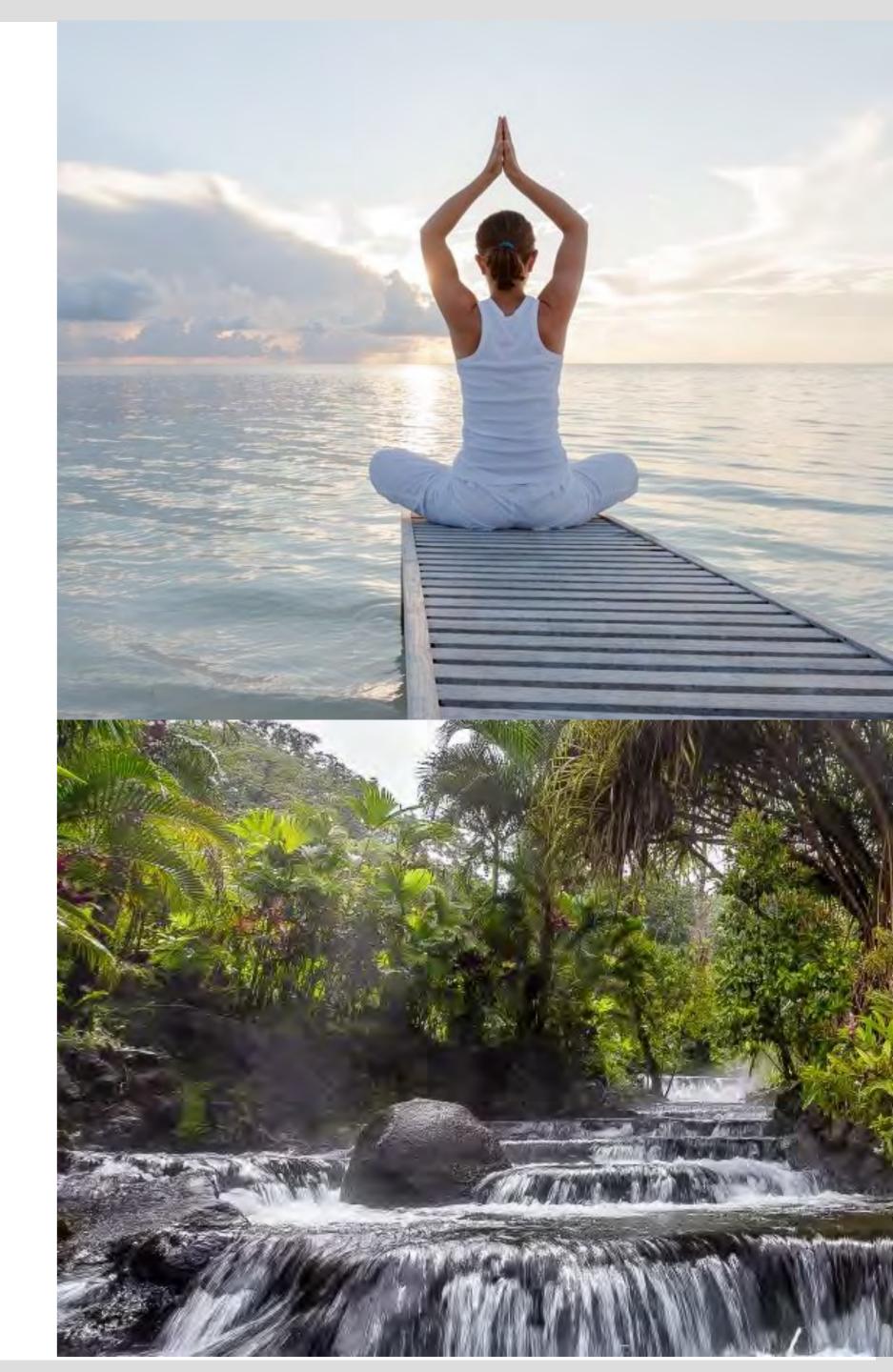
- CBD amenities, no-alcohol spirits or IV infusions
- Retail brands bring deep guest connections
- Cannabis will meet luxury

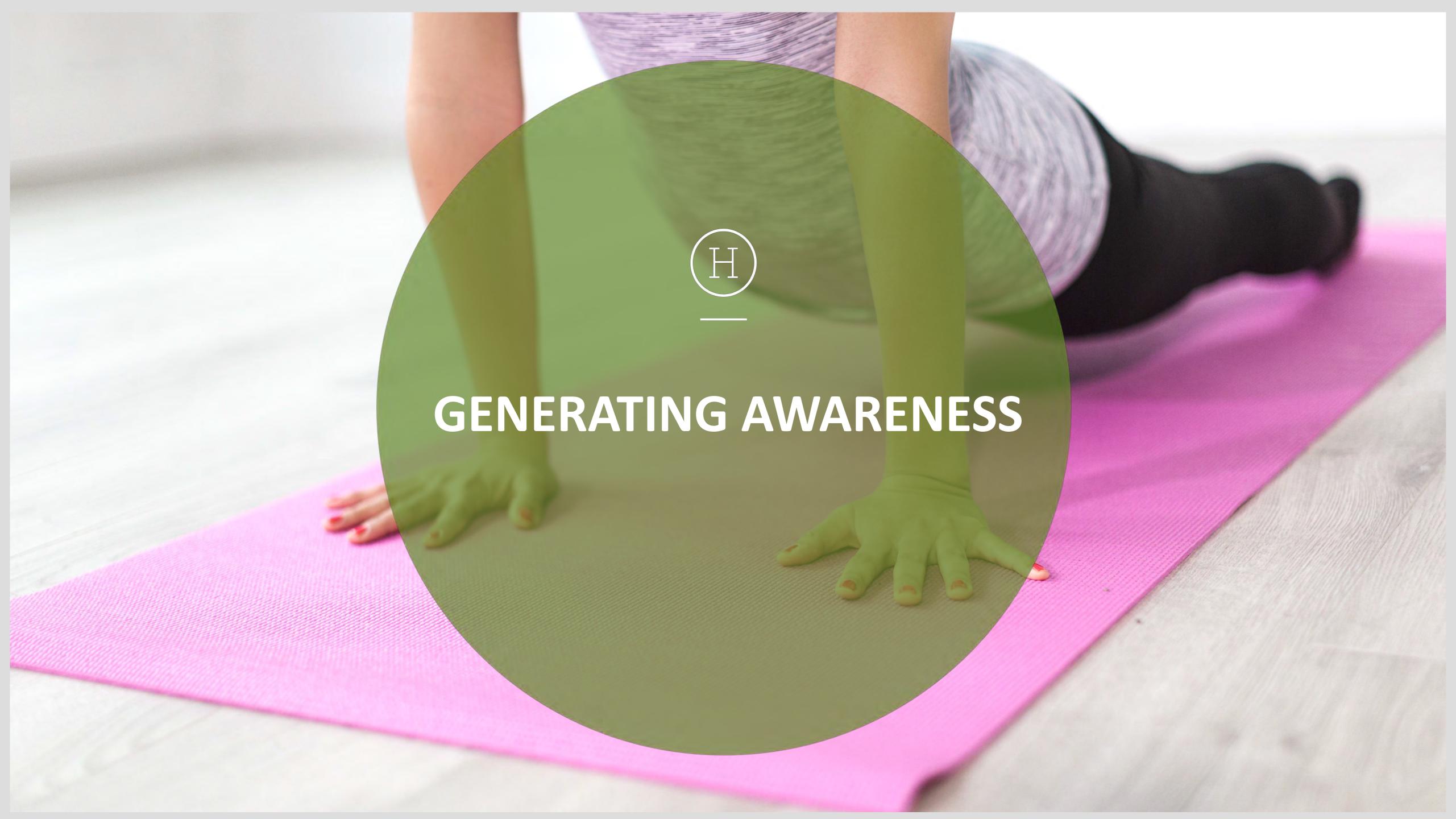


WELLNESS TRENDS / WELLNESS + HOTELS: 2020 & BEYOND.

- 1. Growing market of products and services to optimize sleep
- 2. The rise of Nutrition as lifestyle
- 3. A professionalized approach to fitness
- 4. New world of beauty brands shaking up the industry
- 5. Taking our mental wellness into our own hands
- in tandem
- 7. Luxury and design collide with wellness

- 8. Work-well-chill: Bleisure evolves
- 9. Wellness becomes a groups differentiator
- 10. Membership clubs influence travel
- 11. New-luxury gets defined: disconnection + nature
- 12. More aspects of hotels get monetized with wellness taking the lead
- 6. Conscious and experiential travel grow 13. Wellness add-ons get big (rooms and more)
 - 14. Immersive product and brand experience meet hotels







WELLNESS PERSONALITIES /

EXPERTS BEHIND SUNRISE SPRINGS SPIRITUAL SERVICES



JESSICA IBARRA, SPIRITUAL GUIDE

Originally from Puerto Rico, Jessica came to New Mexico, 3 years ago. She has been helping people with their spiritual journeys since 2008. Being a Reiki Master, a Curandera in the Mexican Healing Tradition and a Tarot Card Reader, she considers herself an instrument of the light.

Jessica is guided by the wisdom of all faiths and feels that all religions are necessary. Through her practice she shares blessings, believing that the more people she helps the more blessings our world receives, and in this way there is no limit to the abundance of blessings in the world.



JADE GONZALEZ

Jade is a facilitator of the 'Medicine Drum Circle' and a 'Spirit Animal Communicator'. She has worked alongside tribal chiefs and prominent medicine carriers, deepening and expanding her medicine path. Jade works extensively with individuals, families and corporate groups, sharing her gifts, which she believes we all carry, but not always knowing how to connect to this source within us.

Jade obtained her 'Master of Hypnotherapy' via extensive training in the field of clinical hypnotherapy. She has merged these energies into a modality of shared healing ways, which have been recognized and utilized by many. Jade's native roots are from the Iroquois Nation, her tribal affiliation is Seneca.

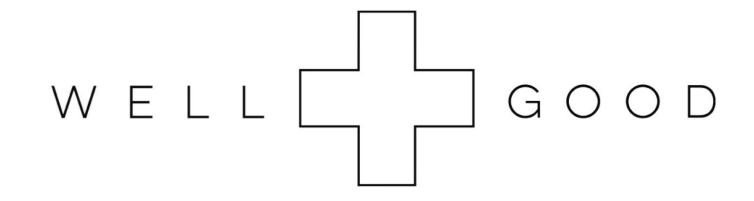
WELLNESS PERSONALITIES /

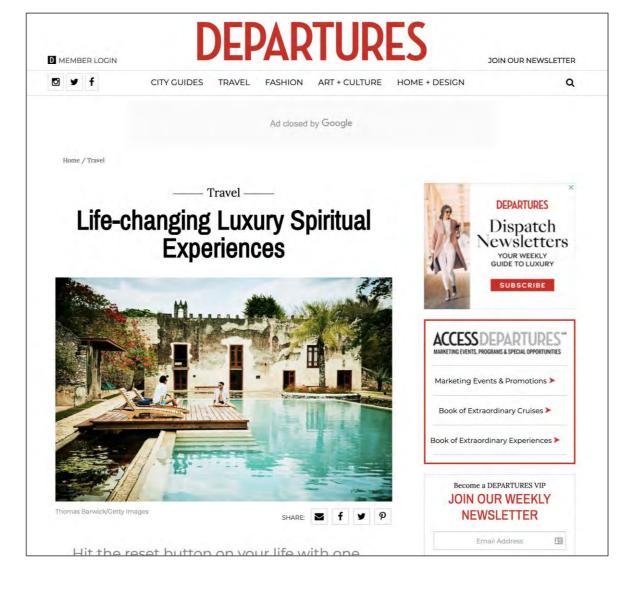
2019 SUNRISE SPRINGS COVERAGE

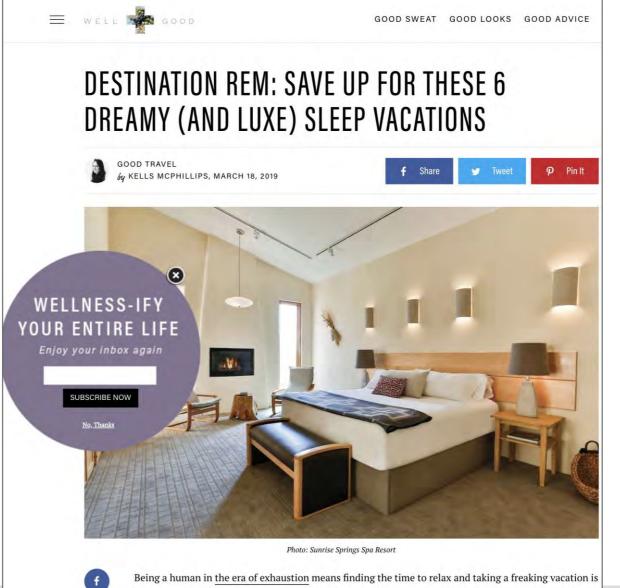
american spa

Tondé Nast Propinsie de la Condé Nast Propinsie

DEPARTURES









WELLNESS PERSONALITIES / DIVERSIFYING CONTENT WITH JUMBY BAY

Hawkins International secured Well + Good's Social Media Manager (666k followers), to visit Jumby Bay Island and leveraged the spa's key spokespeople, including Spa Director, and utilized emerging platforms such as IGTV and Facebook Live to introduce the oasis to new audiences.

POPULAR TAGS NEWS, CELEBRITIES, HAPPINESS & CONFIDENCE, NUTRITION TIPS, HOLISTIC HEALTH



WELLNESS PERSONALITIES / JUMBY BAY RESULTS

Instagram Story

Takeover on <u>@IAmWellAndGood</u> to highlight the full trip itinerary and spa renovations

- Total Story Views: 386,364
- Average of 25k views per slide
- Total Taps on @JumbyBayResort Tag: 9,236
- Total New @JumbyBayResort Followers: 302

Facebook Live Interview

with Spa Director to discuss the recent renovations and treatment offerings at The Jumby Bay Spa

- Total Views: 2.5k
- Total Engagement: 20 likes, 11 shares and 1 comment

Instagram post

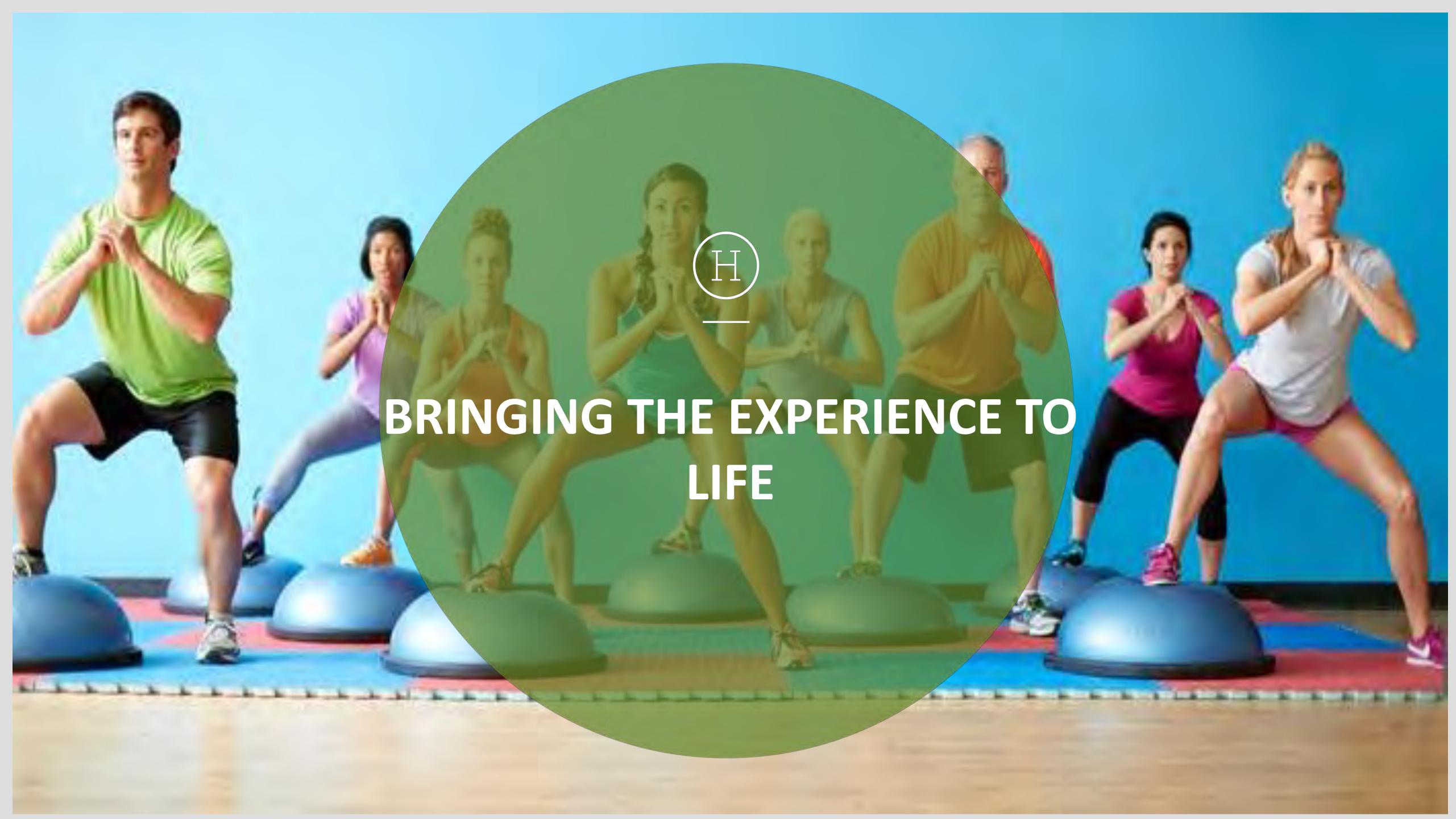
on <u>@IAmWellAndGood</u> highlighted Jumby Bay's wellness offerings and drove traffic to Instagram Story

- Total Likes: 2,557
- Total Comments: 26

IGTV segment

To tour the new spa facilities and provide additional details on guest experience at the spa

- Total Views: 1.8k
- Total Engagement: 50 likes and 4 comments



BRINGING EXPERIENCE TO LIFE / YO1 WELLNESS CENTER TAKEOVER AT HEARST'S THE CLUB

Located on the top floor of Hearst Tower, THE CLUB is a 9,000 sq ft facility exclusively available to all full-time NY employees

Hawkins secured an onsite **YO1 takeover at TheCLUB**, including a YO1 yoga class, Ayurvedic massages and dosha readings.

The goal of the partnership was to build brand awareness across an influential audience within Hearst Tower in Manhattan.

•70x Attendees

Word about the YO1 pop-up event spread around Hearst and attendee numbers exceeded expectations

•50x editors participated in offerings

•14x editors for YO1 yoga class

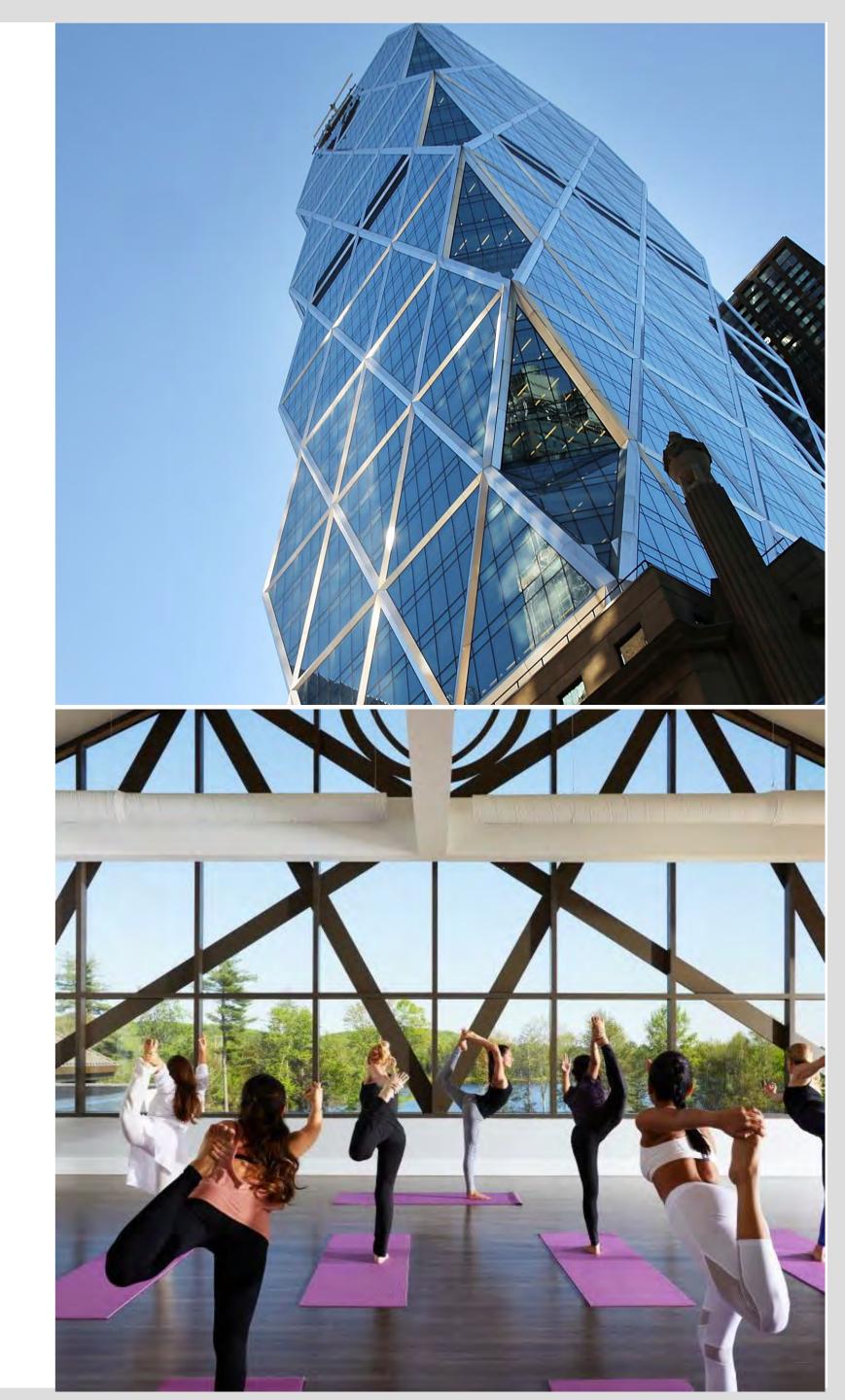
(maximum class size is 14x) including editors from *Women's* Health, Cosmo, Redbook, Elle and HGTV

•25x email sign-ups

For YO1's database for targeted e-marketing efforts, including editors from *Oprah Magazine, Prevention, Town & Country, ELLE, Marie Claire, Women's Health* and more!

•1x direct booking

One attendee heard about the event, popped down for a massage and booked a YO1 stay within the hour!



BRINGING EXPERIENCES TO LIFE / **CONDE NAST & MEREDITH CHEF APPEARANCES**









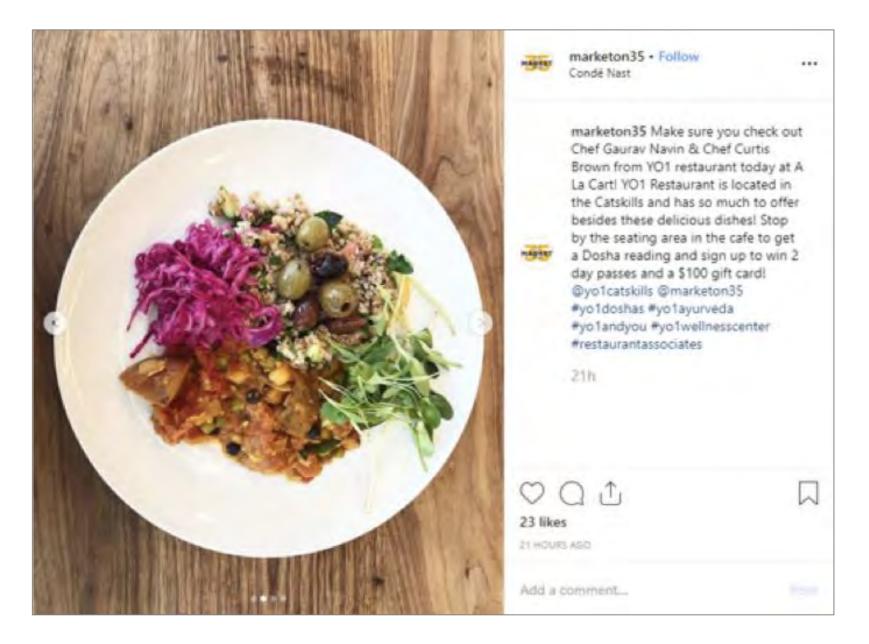


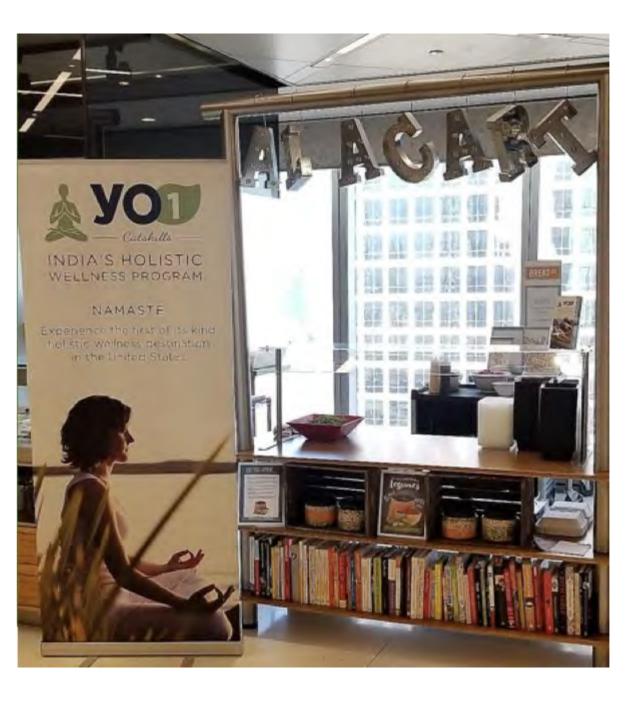


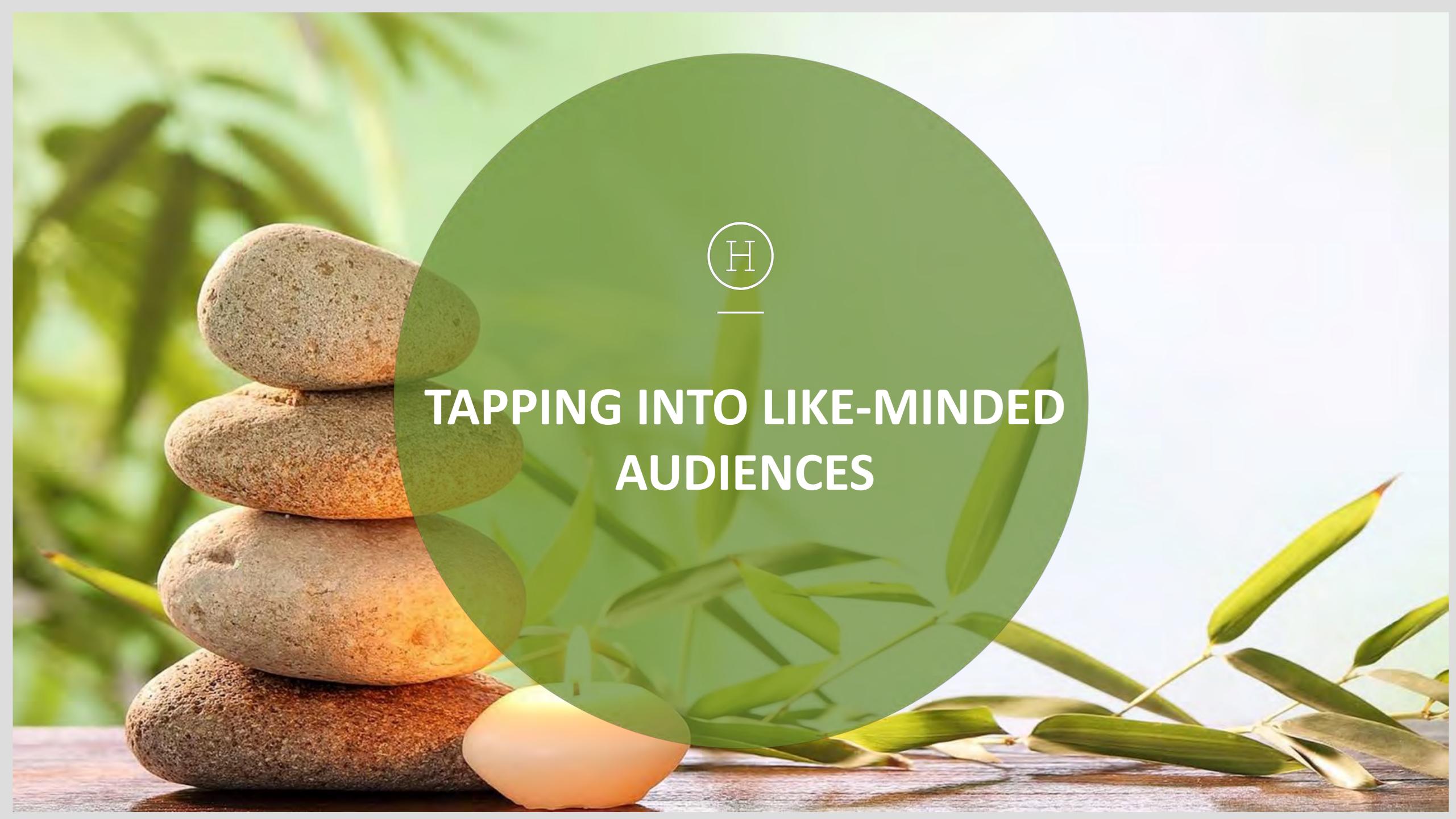




2x Major Publishing House Events 70x Opt-in Emails 90+ YO1 Dishes Purchased







LIKE-MINDED AUDIENCES /

WOMEN'S HEALTH SWEEPSTAKES

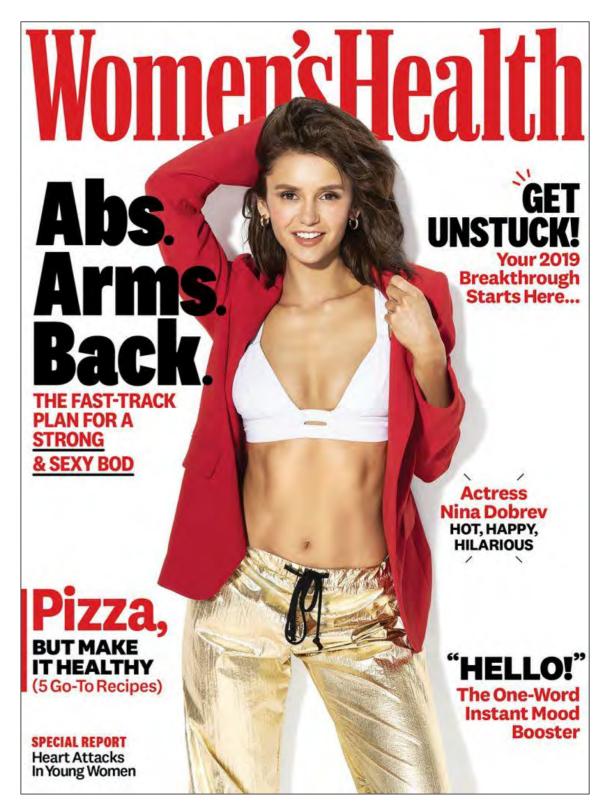
Hawkins secured an opportunity with Women's Health to develop a creative and strategic sweepstakes.

YO1 Wellness Center partnered with like-minded brands including, The Fine Line, Nutmeg Aspirin, Urban Wellness, Nutritious Life, Veerah and FEED for a two-week sweepstakes competition, targeting individuals with an interest in health and wellness.

The campaign included e-newsletters from each partner and several social posts over the course of the two week campaign.

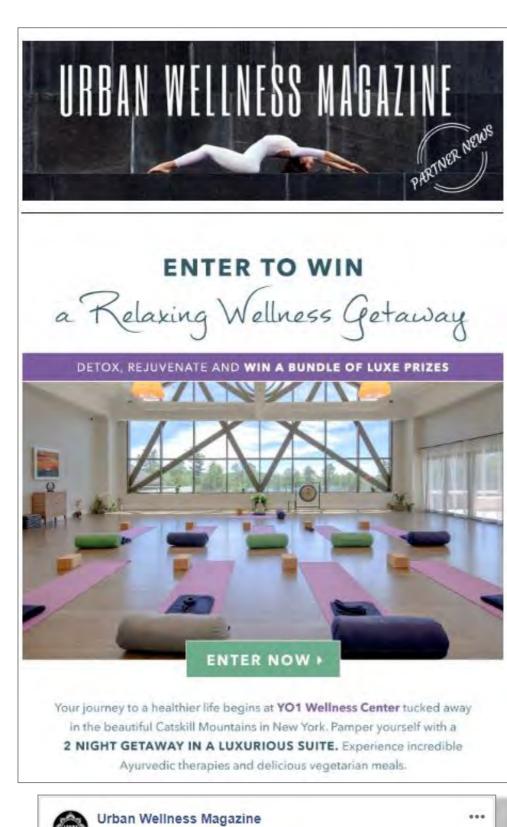






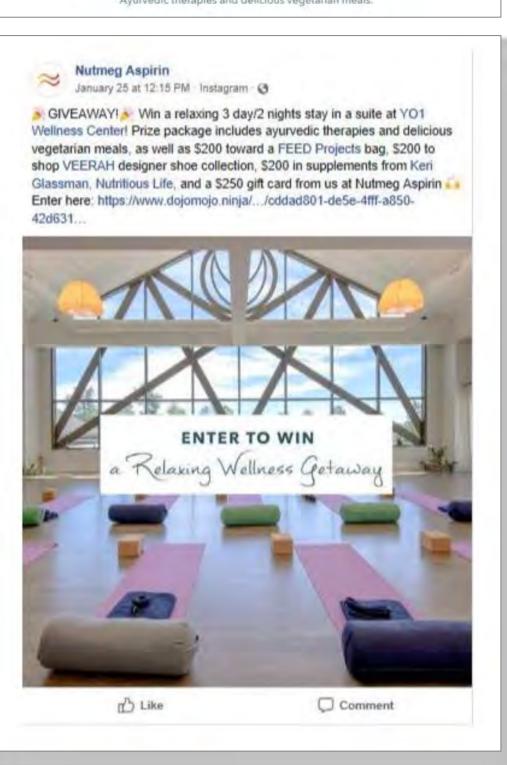
BRINGING EXPERIENCES TO LIFE / RESULTS.

- 3,107,100 Impressions
- 13, 649 Entries
- 11,700 Opt-in Emails
- 1,104 Social Interactions

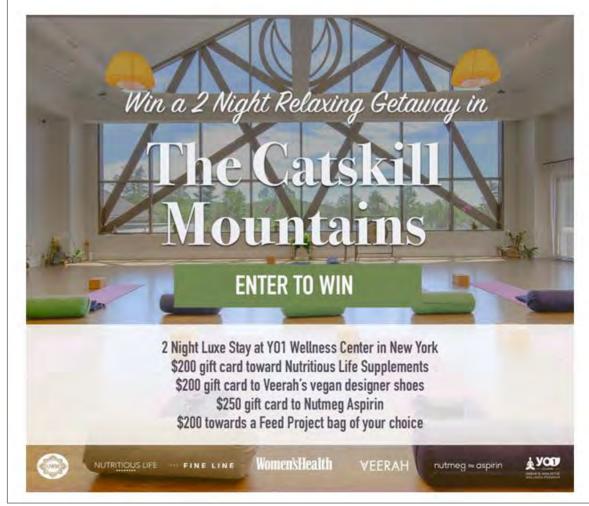








Women's Health





WHAT DOES IT MEAN FOR ME / TAKEAWAYS.

- Identify Your Experts and Resources
- Diversify Content to Increase Exposure and Reach New Audiences
- Bring your Experiences to Life in **Unexpected Places**
- Identify Life-Minded Partners for co-branded opportunities





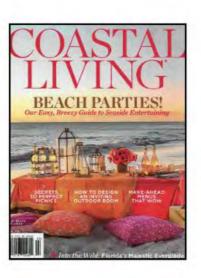




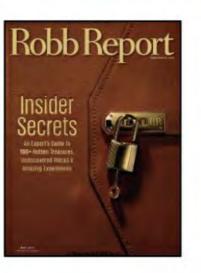








No Small Thing Arundhar

















inBloom



















